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**TRANSMITTAL  
FORM**

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Total Number of Pages in This Submission

2

Application Number

09/944,676

Filing Date

August 31, 2001

First Named Inventor

Daniel Keele Burgin

Art Unit

3713

Examiner Name

Christman, Kathleen M.

Attorney Docket Number

1160215

**ENCLOSURES (Check all that apply)**

<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance Communication to TC
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<input type="checkbox"/> Amendment/Reply	<input type="checkbox"/> Petition	<input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
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<input type="checkbox"/> Extension of Time Request	<input type="checkbox"/> Terminal Disclaimer	<input checked="" type="checkbox"/> Other Enclosure(s) (please identify below):
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**SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT**

Firm Name	Frost Brown Todd LLC		
Signature			
Printed name	Victor C. Moreno		
Date	10/18/05	Reg. No.	40,732

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PATENTS

UNITED STATES PATENT AND TRADEMARK OFFICE

Application:	09/944,676	Examiner:	
Filed:	August 31, 2001	Art Unit:	
Inventor:	Burgin, et al.	Atty Ref.:	1160215/0474949
Title:	<b>System and Method for Automated End-User Support</b>		

**STATEMENT UNDER 37 CFR 3.73(b),  
REVOCATION OF POWER OF ATTORNEY,  
NEW POWER OF ATTORNEY, AND  
CHANGE OF CORRESPONDENCE ADDRESS**

Finali Corporation, a Delaware corporation, is the assignee of record of the entire right, title and interest in the above-referenced patent application by virtue of an assignment of the above-referenced patent application. The assignment was recorded in the United States Patent and Trademark Office at Reel 012157, Frame 0495. The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

I hereby revoke all previous powers of attorney or authorizations of agent given in the above-identified application. I hereby appoint the Practitioners at Customer Number 26874, c/o Frost, Brown, Todd LLC, as my/our attorney(s) or agent(s) to prosecute the application identified above, and to transact all business in the United States Patent and Trademark Office connected therewith. Please direct all correspondence relating to this application to Customer Number 26874.

By:

Name: John C. Freker

Title:

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